

## USER GUIDE

### HOW TO REGISTER, LOGIN, UPDATE PROFILE AND CHANGE PASSWORD AS AN APPLICANT

**Disclaimer:** *This training guide provided with Consents Online Limited's Electronic Resource Consent System (eRCS®) is a guide only and not intended to replace full system training provide by Consents Online Limited. It is for exclusive use by people and organisation who are authorised to use the system. Every care is taken to ensure that the materials are accurate and up-to-date. Consents Online Limited will not be take any responsibility if anyone is not able to follow or interpret the guidelines in order to use the system effectively.*

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**This document covers the processes for an applicant to register as a valid user of eRCS®, login to eRCS®, update the profile details and change password.**

#### 1. How To Register As An Applicant

- 1.1 To access the eRCS® (Electronic Resource Consent System) from Council website:
  - a. Select option Services (at the top) then,
  - b. Select Planning from the drop down list.
  - c. Select Resource Consent Planning, and
  - d. Click on the link to 'Apply for Resource Consent'. (We can show that in the video as well but not click on the link.)
  - e. It will open the Consents Online login screen
- 1.2 Select "Don't have an account yet? Click Here"
- 1.3 It will open the screen with option to Register as Applicant or Agent
  - a. Select the option 'Register As Applicant.
  - b. It will open the screen below
- 1.4 Enter a valid email address. The system will send a request for registration to this email address.
- 1.5 Select 'Individual' from drop down list in the field 'Please Select One Account Type'.

NOTE: System only registers one person as an Applicant, even if the applicant is an individual, Company, Organisation (church) or Trust.
- 1.6 Enter 8 character password with *at least one capital and one small letter, one digit and one special character* in the field 'Password'.

NOTE: The password selected here is for logging into eRCS® and does not have to be the same one used to login to the in-box for normal emails from the email service provider like Outlook or Gmail.
- 1.7 Re-type the same password in the next field 'Confirm Email' to confirm it. Both passwords MUST be same.
- 1.8 Select Submit Registration to register or Cancel to abort the process.
- 1.9 You will receive a 'no-reply' email from Consents Online Limited with following text
- 1.10 Select the Activate Account button to register. If it does not work, paste the link in your browser.

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- 1.11 System will open the screen below to complete the registration details.
- 1.12 Complete the following details:
  - a. Full Name of Applicant (Individual, Company, Organisation/Trust). This is mandatory field.
  - b. Contact Persons Name (if Company, Organisation/Trust). This is optional however you should provide that if the applicant is a Company, Organisation or Trust) for purpose of contacting
  - c. Preferred Postal / Billing Address (P O Box and House / Flat No and Street ). This is mandatory
  - d. Suburb / Rural Delivery Address. This is mandatory
  - e. Town/City. This is mandatory
  - f. Post Code. This is mandatory
  - g. Preferred Phone Number. This is mandatory
  - h. Alternate Phone Number. This is optional
- 1.13 Select 'Submit Registration' button to register or Cancel to abort the process.
- 1.14 Once completed, system will prompt Applicant to login (to the system – See next process in Step 2)

### 2. How To Login To System As An Applicant

- 2.1 Assess the eRCS® (Electronic Resource Consent System) by selecting the option from the Councils or Consents Online website.
- 2.2 It will open the screen to login to the system
- 2.3 Enter the registered Login email ID and 8 character Password and select Sign In button.
- 2.4 This will open the dashboard for Applicants.

### 3. How To Change Applicants Profile

- 3.1 Go to the login tag on top right hand corner of the screen, where you name is displayed
- 3.2 Click on the drop down icon next to your name and select My Profile
- 3.3 This will display option to change Personal Information and .Change Password
- 3.4 Select Personal Information, which will display your profile details that you entered when you first registered.
- 3.5 System will allow you to change any of eh details except email id.
- 3.6 Make necessary changes and select Save Changes or Cancel to abort the changes.
- 3.7 Selecting Save Changes will save the changes,

### 4. How To Change Password

- 4.1 Select Change Password option in step 3.3 above .
- 4.2 It will open a screen to change your current password.
- 4.3 Enter current password, new password and re-type the new password and select Change Password button.
- 4.4 The new password will be activated.

### 5. How To Re-Set Password.

- 5.1 To re-set password, select 'Forgot Password?' in the login screen
- 5.2 It will open the screen to enter your email to request a new password.

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- 5.3 Enter valid email address and select Submit button and an email will be sent to Consents Online Limited.
- 5.4 You will receive an email from Consents Online to change your password.
- 5.5 Follow the instructions to change receive a new password.
- 5.6 Once you have done that, eh new password will be activated.